

**DATE:** September 23, 2017

**TO:** G.T. Bynum, Mayor  
Jack Blair, Chief of Staff

**FROM:** James Wagner

**SUBJECT:** TulStat Post-Meeting Memo – Parks, Planning, Engineering Services

**Strategic Goal Areas: The City Experience**

On September 22, 2017, the Office of Performance Strategy and Innovation hosted a TulStat session with the Parks, Planning and Development, Engineering Services, and Streets and Stormwater to discuss performance metrics. The purpose of this meeting was to share how data informs operations and to discuss strategies that move toward desired outcomes. Data was presented by department leadership and discussed with the Mayor’s Office, the Office of Performance Strategy and Innovation, and internal-serving department leadership.

**Presenting Parties – Tulsa Fire Department:**

**Attendees Present:**

<p><b>G.T. Bynum, Mayor</b> <b>Jack Blair, Chief of Staff</b> <b>Amy Brown, Deputy Chief of Staff</b> <b>James Wagner, OPSI</b> <b>Penny Macias, OPSI</b></p>	<p><b>Paul Zachary, Eng Svcs</b> <b>Matt Liechti, Eng Svcs</b> <b>Henry Som de Cerff, Eng Svcs</b> <b>Maureen Turner, Streets</b> <b>Kurt Kraft, Streets</b> <b>Lucy Dolman, Parks</b></p>	<p><b>Gary Hamer, Finance</b> <b>Michael Radoff, Customer Care</b> <b>Kim MacLeod, Communications</b> <b>Cathy Criswell, City Auditor</b></p>
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**Meeting Agenda**

1. Follow-up Items from Previous Meeting (Department Leaders)
2. Discuss outcomes and purpose (OPSI)
3. Presentations – What story is the data telling us? (Department Leaders)
4. Discussion - Strategies (ALL)
5. Follow-up Plan (OPSI)

## **Presentation & Discussion**

### **Parks**

Lucy Dolman: Overall the property values do increase when they're located close to parks. People value green space. There are a couple of places where property values didn't increase. Graph 1 shows property values located 100 feet from a park.

Goal for Parks is to maintain existing parks. Park levels don't really matter on the property values. In other words, park amenities don't really impact property values. So instead of adding more amenities, we just need to focus on maintaining the amenities we already have.

Current strategy of counting park attendees: software products to count park participants. Hurdle is cost. The majority of those using our programs are from Tulsa with several from suburban neighborhoods.

### **Streets & Stormwater**

Kurt Kraft: Traffic crashes result in property damage, injury, and sometimes fatalities. The goal is to reduce fatalities by 15%. Chart 1 is over a 5 year period and is a weighted average to determine which intersection experiences the most crashes. Last time we met, we said we were going to rank the top 50 crash locations, next time we'll analyze them (November 2017). We'll look for low cost solutions (March 2018).

Maureen Turner: We have a lot of contamination in our recycling. We've found that large recycling carts allow for greater contamination. Our contamination rate varies between 22%-36%. Contamination costs the City money to process haul and dispose. Our goal is to get it down to 15%. We don't have any penalties for contamination.

Current system: 3 strikes you're out. 1. We tag it. 2. We give them education pieces and call them. 3. We pull the cart and offer them to go through a course to get their cart back. 1,015 carts have been pulled since the start of this program and 5 carts have been returned to the owner.

Three Human Centered Design Strategies:

1. Separate place (bag) that can go next to the trash bin to make it more accessible.
2. Revisiting our messaging about plastics to be more specific.
3. Increase the personal connections – hired a bilingual community involvement coordinator

Maureen has also created a partnership and sponsorship with TPS.

**Engineering Services**

Paul Zachary: Improve the PCI – Trying to look at auto accidents to determine if there’s something we can do on our end to prevent accidents in the future. It will take \$45 Million a year to maintain a 69 PCI for Arterial streets. It will take \$55 Million a year to maintain a 67 PCI on non-arterial streets. One way we’re keeping our PCI up in light of budget cuts is working on the good streets to keep them up to par. This frustrates some citizens because bad streets may go unattended for longer.

Matt Liechti: Prioritize street program to maximize City objectives to improve PCI. A model has been created to prioritize based on a number of issues: Almost every arterial has ADA issues. INCOG also identified arterial sidewalk gaps and the severity. Engineering also evaluates the waterline breaks. They assigned points to each factor/objective. It’s important to note that PCI improvement does not necessarily cause geometric changes to the street hence may not have a significant impact on reducing traffic accidents.

Henry Som De Serf: Timely completion of street construction. The first 4 projects were bid in 2010 and 2011. We projected a 15% increase on costs. The bids varied considerably. We’ll continue to analyze bid results for street construction case-by-case. Some bids come in anticipating not finishing the project on the target date and are prepared to pay liquidated damages (LD). The variability on bids by contractors may be based on their demand, over time, projected liquidated damages, and premiums placed on contractors for 24 hour delivery of asphalt and materials. Hence the outcome of paying more for 24 hour construction, may not result in shorter construction time.

**Follow-Up Items**

<b>Follow up item</b>	<b>Responsible party</b>
How can we better understand who uses our park programs? Can we target park programs to specific segments of the population to increase well-being?	Lucy Dolman
What strategy do we plan to utilize to decrease the impact of greenwaste impacting our fall audit?	Maureen Turner
Progress on new customer packet about recycling and refuse – Welcome Wagon project	Maureen Turner

Analyze and implement low cost traffic safety solutions and test to see what works	Kurt Kraft
Compare our traffic crash rate to peer cities	Kurt Kraft
Creation of multi-disciplinary team (INCOG, traffic, engineering services, police) to regularly evaluate traffic safety	Kurt Kraft
Analysis of our liquidated damages policy. Are we putting enough incentive for contractors to avoid paying LD?	Henry Som de Cerff
How can we better understand trade-offs with routine/preventative investment vs. rehab?	Matt Liechti
Status of model to prioritize street projects	Matt Liechti